kayako

Quick Heal
Security Simplified

OVERVIEW

INDUSTRY:
Computer Software

LOCATION:
Pune, India

COMPANY SIZE:
1,000-5,000 employees

SOLUTION:
Kayako

BENEFITS

- ⊘ Reduced ticket response and resolution times
- ⊘ Improved collaboration and reduced duplication of effort
- ⊘ Extended support hours
- ⊘ Consolidated conversations from multiple sources

Quick Heal Increases Productivity And Extends Service Hours With Kayako

Challenges

Quick Heal Technologies is a leading provider of internet security tools and anti-virus software. They serve millions of users worldwide. The problem? Their customer service processes and tools could not keep up with the high volume of requests. Inquiries were falling through the cracks and customers were struggling to get the support they needed in a timely manner.

The company had support requests coming in from many different sources, but they didn't have a system in place that could track those conversations. This impacted the agents' ability to provide good customer service. It also made it difficult for Quick Heal to manage their workflow and operate efficiently.

To resolve these issues, the company began searching for a new help desk solution. They researched and evaluated several options. However, it was challenging for them to find a platform that was both feature-rich and easy for agents to use.
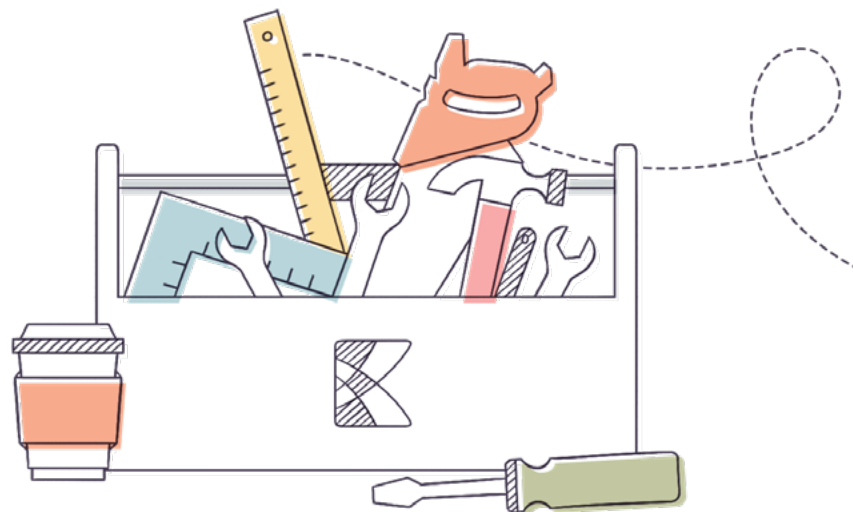
Solution

The team at Quick Heal signed up for a free trial of Kayako. And, before the short trial period had even ended, they decided Kayako was the right solution for their company. "It felt intuitive right from the start, and it delivered the low startup cost and ease of integration we were looking for," Dashputre explained. Since Kayako unifies and streamlines interactions across email, Facebook, Twitter and live chat channels, it was easy for Quick Heal to quickly create a friction-free experience for both agents and customers. It also meant no more dropped tickets or lost conversations.

Quick Heal regained control of their inbox thanks to Kayako's modern shared inbox solution. The unified inbox streamlined their customer support conversations — boosting productivity, eliminating miscommunication, and reducing agent stress. "We've been able to consolidate the various email accounts used for internal and external support into one interface where each request can be centrally managed and worked by staff, eliminating the duplication of efforts that occurred when using email clients alone," Dashputre said.

Kayako also helped the Quick Heal team reduce response time and improve ticket resolution time. "The bulk actions, predefined responses, and ease of assigning tickets to other staff members have been a huge help to us," Dashputre said. Customer inquiries are always routed to the right person and agents can respond from anywhere. As long as agents have access to the internet, they can use Kayako to keep tickets moving.

With Kayako, Quick Heal has been able to streamline their support process, improve collaboration and resolve issues in a more timely and professional manner. Next, the company plans to roll out Kayako for other departments, including human resources and sales.

> "
> Without Kayako, we would not be able to manage all of the incoming ticket requests in an organized manner, nor provide the quality of support we stand for. Kayako is far more efficient than our previous help desk system. "
>
> **Sushant Dashputre,**
> Assistant Manager of Technical Support at Quick Heal
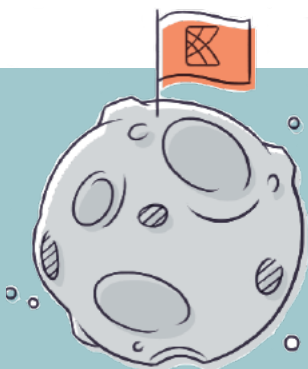
Want To Deliver Effortless Customer Service Experiences?

See how Kayako can help you remove friction from every customer service interaction and maximize customer retention.

Start Your Free Trial